Public Grievances Redressal Cells

4233. SHRI MUMTAZ ANSARI:
SHRI RAJESH KUMAR:

Will the Minister of RAILWAYS be pleased to state:

(a) the steps being taken to set up more Public Grienvances Redressal Cells and to make the existing cells more efficient;

(b) the number of complaints received during last one year by these cells and the number of complaints out of those attended fully by the railway staff, Zone-wise;

(c) whether any steps are being taken by the Government to formulate a new working culture and policy in this regard;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MALLIKARJUN): (a) Adequate number of Public Grievances Redressal Cells are already functioning efficiently.

(b) to (d). A statement is attached.

(e) does not arise.

(b) The number of complaint received and disposed of, zone-wise, during 1991 is as under:-

STATEMENT

Railway	*No. of complaints received*	*No. of complaints disposed of*
Central	4184	4112
Eastern	1759	1754
Northern	5080	5058
North Eastern	1608	1601
Northeast Frontier	447	440
Southern	2000	1993
South Central	1629	1615
South Eastern	3085	3107
Western	3346	3330
Total	23138	23010

(c) This is an ongoing and continuous process.

(d) Measures taken for improving the work culture in the Railways include:

(i) Major areas prone to public grievances have been identified for close monitoring;

(ii) Determined efforts are being made for improving passenger services. Allocations for passenger amenities have been stepped up;

(iii) Service Improvement Groups have been set up at the stations, divisional and zonal levels;

(iv) passenger reservations are being computerised progressively. By 1992-93, 77% of these would be on computers;

(v) Quality of catering is being improved;

(vi) Technological innovations are being introduced in the areas of traction, freight accounting, passenger reservation, inventory management, rolling stock management and operational strategies;

(vii) For better utilisation of assets, market strategies are being tuned in response to market impulses;

(viii) Front-Line staff who deal with public are being given refresher courses by Zonal Training Schools to highlight the language of courtesy and efficiency in public dealings.

[*English*]

Anti TB Programme

4234. SHRI R. SURENDER REDDY: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Tuberculosis Association of India has launched an intensive anti-T.B. programme; and

(b) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRIMATI D K. THARADEVI SIDDHARTHA): (a) and (b). Tuberculosis Association of India is a voluntary Organisation undertaking TB Control activities. The TAI has launched an intensive Anti-TB Programme in Delhi on 24th February, 1992. Under this Programme the TAI plans to step up case finding activities specially in slums, increasing health education efforts and improving community awareness about the disease and its control.

Compensatory Afforestation

4235. SHRI GIRDHARI LAL BHARGAVA: Will the Minister of ENVIRONMENT AND FORESTS be pleased to state:

(a) whether the Government have issued any instructions to the State Governments to fulfil the target of compensatory afforestation is areas of developmental projects;

(b) if so, the performance of State Governments in this regard, State-wise;

(c) whether the Government have reviewed the progress made with regard to the compensatory afforestation; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF LAW, JUSTICE AND COMPANY AFFAIRS (SHRI RANGARAJAN KUMARAMANGALAM): (a) Yes, Sir.

(b) to (d). As against the total requirement of Compensatory Afforestation in the country to the tune of 3.47 lakh ha. in respect of proposals approved under the Forest (Conservation) Act by end of 1991, Compensatory Afforestation had been done over 0.86 lakh ha. till 1991 rains. The progress of Compensatory Afforestation state-wise has been reviewed with Nodal Officers of the State/Union Territory Government and the detailed progress is given in the statement